



PLEASE READ CAREFULLY

Billing Due Date Revision Coming Soon...

DUE DATE REVISION:

Effective **September 2012**, the revised due date for the monthly utility bill will be the **20th day** of the month in which **billed** (or the next business day if the 20th falls on a weekend or holiday).

LATE FEE:

If the balance for that billing is not received by the due date, the account will be assessed a 10% late fee.

DISCONNECTION NOTICE FEE:

If the payment for that billing is still not received by the 14th of the following month (or the next business day if the 14th falls on a weekend or holiday), a shut off notice will be mailed that includes a \$20.00 fee. This notice gives the customer an additional 5 business days to pay or the water service will be disconnected.

WATER DISCONNECTION:

If water service is disconnected due to non-payment, an additional \$35.00 water turn on fee will be assessed and the customer is required to pay ALL delinquent balances and fees in order to have water service restored.

PAYMENT ARRANGEMENTS:

Payment arrangements must be made **prior** to water service disconnection.

BANK BILL PAYER USERS:

If you use your bank's bill payer service, you may need to adjust your payment date accordingly. Please be advised that all bank bill payer services mail us a check and it is not directly deposited. Please allow 7-10 business days for us to receive your payment.